

# Massachusetts Department of Public Health

## Office of Patient Protection

### Decisions for Cases Eligible for External Review By External Review Agency January 2003 – December 2003

	Total #	Upheld	Overturn	Partial		Expedited	
	of Cases			Overturn	Upheld	Overturn	Partial
External Review Agency							Overturn
Center for Health Dispute Resolution (CHDR)	97	36	37	6	6	11	1
Island Peer Review Organization (IPRO)	98	41	21	11	8	12	5
Hayes Plus	101	50	29	5	9*	6	2
<b>Total</b>	<b>296</b>	<b>127</b>	<b>87</b>	<b>22</b>	<b>23</b>	<b>29</b>	<b>8</b>

\* in two cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414 and all denied days were covered since the patient was discharged before the decision

# Percentage of External Review Agency Decisions Upheld and Overturned in 2003

\*Overturned category includes those cases that were partially overturned

	<b>Total Decisions</b>	<b>Overturned</b>	<b>Upheld</b>
<b>Behavioral Health</b>	156	58%	42%
<b>Cosmetic/Reconstructive</b>	29	38%	62%
<b>Dental Care</b>	8	25%	75%
<b>Diagnostic Services</b>	2	50%	50%
<b>Durable Med. Equipment</b>	12	42%	58%
<b>Emergency Care</b>	1	0%	100%
<b>Excluded Services</b>	0	0%	0%
<b>Experimental</b>	18	39%	61%
<b>Infertility Services</b>	23	43%	57%
<b>Inpatient Care</b>	14	29%	71%
<b>Outpatient Care</b>	6	50%	50%
<b>Pharmacy</b>	11	27%	73%
<b>Rehabilitative Services</b>	15	60%	40%
<b>Visual Services</b>	1	0%	100%
<b>Totals</b>	<b>296</b>	<b>49%</b>	<b>51%</b>
	*Not Including Behavioral		
	140	39%	61%